

DEVELOPMENT SERVICES MANAGER

DISTINGUISHING FEATURES

The fundamental reason the Development Services Manager exists is to perform first line supervisory and management functions in the Records or One Stop Shop areas of the Development Services division of the Planning Systems department. Work is performed under the general supervision of the Development Services Director.

ESSENTIAL FUNCTIONS

Selects, trains, evaluates, plans and directs the work of staff engaged in a variety of activities which may include addressing, graphics, plotting issues, case history research, permit issuance, plan submittals and customer service.

Coordinates work plans, prepares, justifies and administers budgets, schedules and monthly reports.

Plans, organizes and controls the operation of records management for the Planning Systems department.

Assumes ownership of a variety of key projects dealing with citizens and employees.

Works closely with other divisions and other city departments to provide services needed.

Performs research studies and implements new technology.

Works with Information Systems department to make necessary changes or enhancements to the Community Development System (CDS); works with other departments to help prepare reports using CDS.

Prepares detailed recommendations on permitting and records enhancement.

Designs and develops user manuals regulating division policies.

Attendance and punctuality are essential functions to this position.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Management practices and procedures

Development related terminology, practices and procedures

Planning & zoning processes, regulations, codes, ordinances and terminology

Records management practices and procedures

Ability to:

Plan, organize and review the work of staff members to ensure conformance to standards

Review procedures and problems and develop solutions and new systems

Listen and communicate effectively with a diverse group of people

Establish and maintain effective working relationships with co-workers, supervisors, contractors, architects, engineers and the general public

Operate a PC to compose reports and correspondence

Understand and interpret City development ordinances, stipulations, codes, policies and procedures and understand the logic behind them

Communicate effectively with the public, staff and co-workers

Study problems and develop innovative solutions; prepare and present effective written and oral reports

Operate a PC

Education & Experience

Any combination of a Bachelor's degree in Public Administration, Urban Planning or related field and 4 years experience managing and leading professional, technical and clerical personnel, preferably in a records or development related environment.

FLSA STATUS: exempt

HR Ordinance Status: unclassified